

September 18, 2013

pictures of my hard drives in the cabinet where they were kept in the hallway.

Two identical hard drives that stopped working

Two identical hard drives next to each other but there is only one.



2

Sea gate

Hard Drive 2

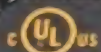


Hard Drive 2

Seagate

2





LISTED
ITE
E106614



STX-BV351 (B)



ME01



N176



D33027

P/N 9NK2AE-500




S/N 6QE11HKK



Product of CN

Assembled in CN

Seagate 

FreeAgent™ Desktop



NOM





FRY'S ELECTRONICS
Store #8 - Woodland Hills
6100 Canoga Ave
Woodland Hills, CA 91367
PHONE: (818) 227-1000
FAX: (818) 227-1018

** Customer Copy **
EVEN EXCHANGE INVOICE
INVALID FOR RETURN

BEAR: E74754

INVOICE #: **13939092**
CUSTOMER #: 555393
REGISTER #: 75
PAGE #: 1
Patel, Bhavna 90947
Tue Jul 10 20:19:37 2007

CUSTOMER BILLING INFORMATION				CUSTOMER SHIPPING INFORMATION			
KATHLEEN MA GOLD 11054 VENTURA BLVD 203 STUDIO CITY, CA 91604 VOICE: (818) 828-7217 FAX: Ext: bp Ext:				KATHLEEN MA GOLD 11054 VENTURA BLVD 203 STUDIO CITY, CA 91604 VOICE: Ext: FAX: Ext:			
		RESALE INFORMATION		SHIP VIA			

LINE	PRODUCT CODE	PLU	ITEM DESCRIPTION	Unit Price	Adjustments	Net Price	Quantity	Ext Price	SALES ASSOCIATE(s)
1		5218597	GQ NX-L515 Semp 3200+ GQ NX-L515 Semp 3200+ 512MB 40GB 15.4" 802.11g Combo Dr Card Reader NX-L515	379.99	0.00	379.99	-1	-379.99	Tran, Hoan K.
2		5218597	GQ NX-L515 Semp 3200+ GQ NX-L515 Semp 3200+ 512MB 40GB 15.4" 802.11g Combo Dr Card Reader NX-L515	379.99	0.00	379.99	1	379.99	Tran, Hoan K.

Invoice Subtotal: 0.00
Sales Tax @ 8.25%: 0.00

ITEM COUNT: 1

INVOICE TOTAL:

0.00



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TOTAL TENDER:

0.00

I hereby certify that I have returned the items listed on this invoice
and that all items listed were purchased from Fry's Electronic, Inc.

CHANGE:

0.00

X

KATHLEEN MA GOLD

Signature

Not a valid Invoice for Return. For return, use: I# 13938117 D# 8

Store #8 - Woodland Hills

6100 Canoga Ave

Woodland Hills, CA 91367

Tue Jul 10 20:19:37 2007



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INVOICE #: 13938117
CUSTOMER #: 555393
REGISTER #: 26
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Mako, Diosilyn 110330
Tue Jul 10 15:52:26 2007

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KATHLEEN MA GOLD 11054 VENTURA BLVD 203 STUDIO CITY, CA 91604 VOICE: (818) 828-7217 FAX: Ext: bp Ext:		KATHLEEN MA GOLD 11054 VENTURA BLVD 203 STUDIO CITY, CA 91604 VOICE: Ext: FAX: Ext:	
RESALE INFORMATION		SHIP VIA	

LINE	PRODUCT CODE	PLU	ITEM DESCRIPTION	Unit Price	Adjustments	Net Price	Quantity	Ext Price	SALES ASSOCIATE(s)
1		5218597	GQ NX-L515 Semp 3200+ GQ NX-L515 Semp 3200+ 512MB 40GB 15.4" 802.11g Combo Dr Card Reader NX-L515	379.99	0.00	379.99	1	379.99	Tran, Hoan K.
2		4102643	CA Recycling Fee CA Recycling Fee >= 15 in < 35 in Ca Only	8.00	0.00	8.00	1	8.00	
3		5183776	NBK*C 2YR PSC \$00/500 NBK*C 2YR PSC \$00/500 REPAIR ONLY PERF SVC CON NO LOANER PROVIDED REPAIR FOR LIFE OF PSC	49.99	0.00	49.99	1	49.99	Tran, Hoan K.
4	763649003077	5308388	ST 250GB FREEAGENT ULC ST 250GB FREEAGENT ULC FREEAGENT USB 2.0 EXT HD FREEAGENT USB 2.0 EXT HD 5 YRS, ST302504FDB1E1-RK	99.99	0.00	99.99	1	99.99	
				SERIAL NUMBER INFORMATION: 1) 6QE11HKK					



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LINE	PRODUCT CODE	PLU	ITEM DESCRIPTION	Unit Price	Adjustments	Net Price	Quantity	Ext Price	SALES ASSOCIATE(s)
5	763649003077	5308388	ST 250GB FREEAGENT ULC ST 250GB FREEAGENT ULC FREEAGENT USB 2.0 EXT HD FREEAGENT USB 2.0 EXT HD 5 YRS, ST302504FDB1E1-RK	99.99	0.00	99.99	1	99.99	
				SERIAL NUMBER INFORMATION: 1) 6QE130G5					

Invoice Subtotal: 637.96
Sales Tax @ 8.25%: 47.85

ITEM COUNT: 4

WITHOUT A PERFORMANCE SERVICE CONTRACT, ALL WARRANTY WORK MUST BE PERFORMED BY THE MANUFACTURER. IF THE REPAIR FACILITY IS OUT-OF-STATE, SEE STORE FOR ASSISTANCE.

INVOICE TOTAL: 685.81

VISA: 685.81

Acct: xxxxxxxxxxxx5774
Holder: GOLD/KATHLEEN
047674 03012570
Merchant: 174163475992 F3 M3

I AGREE TO PAY THIS TOTAL AMOUNT
ACCORDING TO CARD ISSUER AGREEMENT.

X
GOLD/KATHLEEN Signature

TOTAL TENDER: 685.81

CHANGE: -0.00

PSCLine	PSC Item(s)	PSC Description	Covered Item(s)	Description	Serial Number(s)	Inv#(s)	L#	Div#
3	5183776	NBK*C 2YR PSC \$00/500	5218597	GQ NX-L515 Semp 3200+	SZL5R170800031			
		NBK*C 2YR PSC \$00/500						
		REPAIR ONLY PERF SVC CON						
		NO LOANER PROVIDED						
		REPAIR FOR LIFE OF PSC						

Effective: 7/10/2007
Expiration: 7/9/2009



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PERFORMANCE SERVICE CONTRACT TERMS & CONDITIONS

1. DEFINITIONS: a) "We", "Us" and "Our" mean the entity financially and legally obligated to perform the services specified in the Contract, and who is issuing the Contract and is responsible for any subsequent revisions to the Contract, National Product Care Company (NPCC), 175 West Jackson Blvd.; Chicago, IL 60604; or in Arizona, Service Saver, Incorporated (SSI), located at 1000 Milwaukee Ave.; Glenview, IL 60025. This Contract is not available in Florida, Oklahoma, Maine and Wisconsin; b) "The Buyer" means the purchaser of the Covered Equipment and any authorized transferee/assignee of the purchaser; c) "Administrator" means Fry's Electronics, Inc. (Fry's); 600 E. Brokaw Road; San Jose, CA 95112; (408) 487-4500; d) "Covered Equipment" means the consumer item(s) which the Buyer purchased concurrently with and is covered by this Contract.
2. EFFECTIVE PERIOD - This Contract shall begin on the date of the purchase of the Covered Equipment and shall continue in full force and effect for the period of years specified on the invoice unless terminated sooner as provided below. For example, if the Covered Equipment was purchased on 2/26/04 with a one-year Contract, the Contract would have a start date of 2/26/04, regardless of the time of day purchased, and an end date of 2/25/05 at close of business.
3. YOUR BENEFITS FROM THIS CONTRACT - We, through the Administrator, will pay on the Buyer's behalf the cost of labor and repair or replacement parts in the event the Covered Equipment fails to operate as a result of manufacturer's defect in workmanship or materials.
4. AUTHORIZED FACILITIES - The personnel and facilities authorized to perform service under this Contract are the stores that are owned and operated by Fry's or a Fry's authorized third party service provider. The Buyer may obtain updated information on the locations and business hours of service facilities by calling the nearest Fry's Electronics store.
5. TO OBTAIN SERVICE - There is no deductible required to obtain service for the Covered Equipment. To obtain service under this Contract, the Buyer must bring the Covered Equipment to any Fry's store during business hours with the original of this Contract, fill out a service authorization form, and leave the Covered Equipment for service. Fry's shall provide a receipt for the Covered Equipment, and shall contact the Buyer at the address given on the service authorization form when service has been completed. The Buyer shall pay the cost of transporting the Covered Equipment to and from the authorized service facility. On-site service is available only if specified on original register receipt or invoice and within a 40-mile radius of the store, or where there is an authorized service center available in the immediate area.
6. SERVICE REQUIRED OUTSIDE AREA OF STORE LOCATION - If the In-Home Covered Equipment is moved to a location where there is no factory-authorized service center available, the Contract will be canceled and a refund of the Contract will be issued as provided in Paragraph eighteen (18). Or the Buyer may make arrangements to have the In-Home Covered Equipment delivered to a factory-authorized service center.
7. REPAIR AND REPLACEMENT - During the term of this Contract, Fry's shall furnish all functional parts and labor necessary to restore the Covered Equipment to normal operating condition in accordance with the manufacturer's specifications. If Fry's, in the sole exercise of its discretion, determines that the Covered Equipment is uneconomical to repair, the Buyer shall be provided with replacement equipment that conforms to the original specifications of the Covered Equipment. If replacement equipment with the same specifications as the Covered Equipment is not then available, Fry's, in the sole exercise of its discretion, may provide replacement equipment with specifications as similar to the original specifications of the Covered Equipment as is reasonably practical. The selection of replacement parts or items shall be at the sole discretion of Fry's and may include rebuilt or remanufactured parts or items that perform to the manufacturer's operational specifications of the Covered Equipment.
8. ONE-TIME REPLACEMENT - If the Buyer's Contract was sold as a "One-Time Replacement" Contract, (i.e. motherboards, corded and cordless telephones, wireless phones, hand-held computers, calculators, micro-cassette recorders, personal stereos, scanners, PDA's, organizers, answering machines, hand-held vacuums, small countertop appliances, laser pointers, printers with retail cost up to \$150, and video game hardware) upon replacement of the Covered Equipment, the Contract will be considered fulfilled and will then be terminated. There will be no pro-rated refund provided.
9. POWER SURGE PROTECTION - Damage or defects to the Covered Equipment caused by a power surge will be covered up to a total of \$1,000.00, or the purchase price of the Covered Equipment, whichever is less, during the term of this Contract.
10. ITEMS NOT COVERED - THE FOLLOWING ITEMS ARE NOT COVERED UNDER THE TERMS OF THIS CONTRACT:
 - a) ANY SERVICE, REPAIR, OR REPLACEMENT CAUSED BY ANYTHING OTHER THAN NORMAL USE OF THE ELECTRONIC EQUIPMENT OR CAUSED BY ACCIDENT, PHYSICAL DAMAGE, TRANSPORTATION, NEGLIGENCE, ABUSE, OR MISUSE;
 - b) ANY SERVICE, REPAIR, OR REPLACEMENT CAUSED BY A FAILURE OR MALFUNCTION OF ATTACHED, RELATED, COLLATERAL, OR ANCILLARY EQUIPMENT NOT COVERED BY THIS CONTRACT;
 - c) SUPPLIES OR ACCESSORIES INCLUDING PAINTING OR REFINISHING AND ANY COSMETIC ITEMS NOT AFFECTING THE FUNCTIONING OF THE EQUIPMENT SUCH AS KNOBS, HINGES, ETC.;
 - d) THE MAKING OF SPECIFICATION CHANGES OR SERVICE IN CONNECTION WITH THE RELOCATION OF EQUIPMENT OR TO WHICH A SAFETY CHANGE IS NECESSARY TO AVOID A HAZARD OR TO WHICH THE BUYER HAS NOT PERFORMED ALL UPGRADES REQUIRED BY THE MANUFACTURER;
 - e) CONSUMABLES INCLUDING, BUT NOT LIMITED TO, TONER CARTRIDGES, DRUMS, PRINTER RIBBONS, BATTERIES, PRINT HEADS, AND INK CARTRIDGES;
 - f) MALFUNCTIONS CAUSED BY SOFTWARE PROBLEMS OR INCOMPATIBILITY BETWEEN SOFTWARE AND HARDWARE;
 - g) ANY SERVICE, REPAIR, OR REPLACEMENT TO ANY EQUIPMENT IF THE EQUIPMENT HAS BEEN REPAIRED OR MODIFIED IN ANY WAY (INCLUDING, BUT NOT LIMITED TO, THE INSTALLATION OF PERIPHERAL DEVICES IN THE EQUIPMENT) AFTER THE INITIAL PURCHASE OF THE EQUIPMENT, UNLESS SUCH MODIFICATION HAS BEEN PERFORMED BY FRY'S OR A FACTORY-AUTHORIZED SERVICE CENTER;
 - h) ANY COMMERCIAL PURPOSES (MULTI-USER ORGANIZATIONS, PUBLIC RENTAL, OR COMMUNAL USE IN MULTI-FAMILY HOUSING) OF VIDEO GAME HARDWARE OR APPLIANCE PRODUCTS, SUCH AS REFRIGERATORS, WASHERS, DRYERS, DISHWASHERS, ETC.;
 - i) ANY SERVICE, REPAIR, OR REPLACEMENT DUE TO OPERATING THE COVERED EQUIPMENT OUTSIDE OF THE UNITED STATES;
 - j) ADDING OR REMOVING ANY ACCESSORIES, ATTACHMENTS, OR OTHER DEVICES NOT PURCHASED AS PART OF THE COVERED EQUIPMENT;
 - k) PROGRAMMING SUPPORT AND PROGRAMMING MAINTENANCE INCLUDING, BUT NOT LIMITED TO, BACK-UP OF DATA, RESTORATION OF DATA, AND TRANSFER OF DATA;
 - l) ANY PREVENTIVE OR PERIODIC MAINTENANCE;
 - m) ANY LOSS OR DAMAGE DUE TO THEFT, FIRE, LIQUIDS, OR OTHER EXTERNAL CAUSE;
 - n) REIMBURSEMENT OF ANY AMOUNTS PAID TO ANY THIRD PARTY BY THE BUYER TO PERFORM THE SERVICES TO BE PERFORMED BY FRY'S PURSUANT TO THIS CONTRACT;
 - o) COVERED EQUIPMENT WITH A MISSING OR PARTIALLY OBLITERATED SERIAL NUMBER;
 - p) ANY AND ALL PRE-EXISTING CONDITIONS THAT OCCURRED PRIOR TO THE EFFECTIVE DATE OF THIS CONTRACT;



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- q) ANY DAMAGE RESULTING FROM SPILLAGE OF CONSUMABLES PURCHASED BY BUYER;
r) IMAGE BURN, CRACKED OR PHYSICALLY DAMAGED SCREENS;
s) LOSS OR DAMAGE TO STORED DATA; REPAIRS RELATED TO INSTALLED SOFTWARE;
t) COVERED VIDEO HARDWARE WITH MISSING, TAMPERED WITH, PEELED OR OTHERWISE PARTIALLY OR FULLY OBLITERATED WARRANTY SEAL.
11. PREVENTIVE MAINTENANCE - It shall be the obligation of the Buyer to provide preventive maintenance on the Covered Equipment in accordance with manufacturer's specifications. Failure of the Buyer to comply with this requirement shall give us the option to terminate this Contract.
12. REPLACEMENT VS. REPAIR - If the Covered Equipment is a computer component such as a motherboard, hard drive, central processing unit, or similar device, and the same becomes defective during the term of this Contract, the Covered Equipment shall be replaced rather than repaired subject to conditions of Paragraph seven (7) if the Covered Equipment is presented to Fry's in an uninstalled condition where it is not installed or part of a computer system.
13. LOANER EQUIPMENT - If the Performance Service Contract includes a loaner, and the needed repair is a covered repair under the Performance Service Contract (see exclusions in Paragraph 10) and the estimated time to repair the Covered Equipment is more than twenty-four (24) hours, upon the Buyer's request and for the Buyer's pick-up, Fry's shall provide the Buyer with loaner equipment. The Effective Period of this Performance Service Contract shall not be extended during the time that Covered Equipment is in for repair/service. For Covered televisions, the loaner equipment provided by Fry's will not exceed a 27" television screen. The Buyer is required to take Covered Equipment into one of Fry's Service Departments to process for service, and if covered, present a valid VISA, MasterCard, or Discover credit card, or Fry's card for an imprint to be made in order to post security for return of the loaner equipment. If Covered Equipment is not processed through one of Fry's Service Departments, the Buyer will not be issued a loaner.
14. EXCESSIVE REPAIRS - If, over the term of this Contract, the Covered Equipment must be repaired more than three (3) times for the exact same failure, excluding software problems, upon the fourth such failure and presentation of the repair orders for the previous three (3) repairs, Fry's shall replace the failed product in its entirety, or a portion thereof, subject to the conditions of Paragraph seven (7). Any such replacement shall not exceed the terms of this Contract. Due to advances in technology, the Covered Equipment may be replaced with product having a lower retail price than the Covered Equipment.
15. IF EQUIPMENT IS STOLEN - If during the first year of this Contract the Covered Equipment is stolen, and if the Buyer purchases a replacement for the Covered Equipment at Fry's, Fry's shall issue a Service Contract on the replacement at no additional charge to the Buyer for the remaining balance of the term of this Contract commencing on the date of the purchase of the replacement. As a condition to issuance of replacement Service Contract, the Buyer must provide satisfactory proof of loss and surrender the original of this Contract to the Administrator.
16. TRANSFER OF CONTRACT - If the Covered Equipment is sold or given away before this Contract expires, this Contract is transferable by the Buyer by bringing the Contract in to a Fry's store, completing and signing the bottom portion of the Contract, and paying a \$25 transfer fee. If the Buyer sells, gives away, or otherwise ceases to be the owner of the Covered Equipment without following this procedure, this Contract shall immediately terminate.
17. RENEWAL OF CONTRACT - This Contract is not renewable.
18. CANCELLATION OF CONTRACT - The Buyer may cancel this Agreement for any reason at any time by contacting the Administrator. Within thirty (30) days after the date of receipt of this Contract, the Buyer may cancel the Contract and receive a refund of the full amount paid if the Buyer provides a written notice of cancellation and the original Contract and original purchase receipt to the Administrator, provided that no claim has been made against the Contract during the thirty (30) day period. If a claim has been made during the thirty (30) day period or if the Buyer cancels this Contract more than thirty (30) days after the date of receipt of this Contract, the Buyer shall receive a pro-rata refund based on the time expired less a \$25.00 cancellation fee, or ten percent (10%) of the purchase price (whichever is less). Fry's may not cancel this Contract except for fraud, material misrepresentation or non-payment by the Buyer; or if required to do so by a regulatory authority. Notice of such cancellation will be in writing and given at least thirty (30) days prior to cancellation. If Fry's cancels, the return premium is based upon one-hundred percent (100%) of the unearned pro-rata premium.
- STATE VARIATIONS: The following state variations will control if inconsistent with any other provisions: In Alabama, Hawaii, Maryland, Nevada, New York, Texas, Washington and Wyoming: A ten percent (10%) penalty per month shall be applied to refunds not paid or credited within thirty (30) days of receipt of the Buyer's notice of cancellation of this Contract. In Arizona: No claim incurred or paid will be deducted from the amount to be returned in the event of cancellation. In Georgia: If the Buyer cancels after thirty (30) days of receipt of this Contract, the Buyer will receive a pro-rata refund of the Contract price. Fry's may not cancel this Contract except for fraud, material misrepresentation, or nonpayment by the Buyer. Cancellation will comply with section 33-24-44 of the Code of Georgia. Claims paid and cancellation fees shall not be deducted from any refund owed as a result of cancellation. In Nevada: Fry's may not cancel this Contract without providing the Buyer with written notice at least fifteen (15) days prior to the effective date of cancellation. Such notice shall include the effective date of cancellation and the reason for cancellation. Any Claims paid or the cost of repairs performed shall not be deducted from the amount to be refunded upon cancellation of this Contract. In New Mexico: A ten percent (10%) penalty per month shall be applied to refunds not paid or credited within sixty (60) days of receipt of returned Service Contract. Fry's may not cancel this Contract without providing the Buyer with written notice at least fifteen (15) days prior to the effective date of cancellation. Such notice shall include the effective date of cancellation and the reason for cancellation. If this Contract has been in force for a period of seventy (70) days, Fry's may not cancel before the expiration of the Contract term or one (1) year, whichever occurs first, unless: 1) the Buyer fails to pay any amount due; 2) the Buyer is convicted of a crime which results in an increase in the service required under the Contract; 3) the Buyer engages in fraud or material misrepresentation in obtaining this Contract; or 4) the Buyer commits any act, omission, or violation of any terms of this Contract after the effective date of this Contract which substantially and materially increase the service required under this Contract. In North Carolina: Fry's may not cancel this Contract except for nonpayment by the Buyer or for violation of any of the terms and conditions of this Contract. In Utah: Fry's can cancel the Contract during the first sixty (60) days of the initial annual term by mailing to the Buyer a notice of cancellation at least thirty (30) days prior to the effective date of cancellation except that Fry's can also cancel the Contract during such time period for nonpayment of premium by mailing the Buyer a notice of cancellation at least ten (10) days prior to the effective date of cancellation. After sixty (60) days have elapsed, Fry's may cancel the Contract by mailing a cancellation notice to the Buyer at least ten (10) days prior to the cancellation date for cancellations due to nonpayment of premium, and thirty (30) days prior to cancellation date for any of the following reasons: (a) material misrepresentation, (b) substantial change in the risk assumed, unless Fry's should reasonably have foreseen the change or contemplated the risk when entering into the Contract, (c) substantial breaches of contractual duties, conditions, or warranties. The notice of cancellation must be in writing to the Buyer at the Buyer's last known address and contain all of the following: (1) the Contract number, (2) the date of notice, (3) the effective date of the cancellation and, (4) a detailed explanation of the reason for cancellation. In Washington: Fry's may not cancel this contract without providing the Buyer with written notice at least twenty-one (21) days prior to the effective date of cancellation and the reason for cancellation.
19. NON-LIABILITY - In no event shall Fry's be liable to the Buyer for any indirect, special, incidental, or consequential damages, including lost profits or damages alleged to have been caused by delay in the performance of services arising out of or related to this Contract or the performance or breach thereof.
20. LEGAL ACTION - If legal action is necessary to enforce or interpret this Contract or any of its provisions, the prevailing party shall receive reasonable attorney fees and costs from the non-prevailing party.
21. FINAL AGREEMENT - This Contract contains the final expression of the parties with respect to its subject matter and is intended as a complete and exclusive statement of the terms thereof. This Contract supersedes all prior or contemporaneous oral or written communications and may not be explained or contradicted by other evidence.



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22. SEVERABILITY - If any paragraph, term, or provision of this Contract is unenforceable, invalid, or prohibited under applicable law, the remaining provisions shall remain in full force and effect.

23. ENTIRE CONTRACT - This is the entire contract between the parties, and no representation, promise or condition not contained herein shall modify these items. The obligations under this Contract are insured by a service contract reimbursement insurance policy with Virginia Surety Company, Inc.; 175 West Jackson Blvd.; Chicago, IL 60604; (800) 209-6206, providing coverage in the event the obligor refuses to pay a valid claim, ceases to operate, or is bankrupt. In Alabama, Connecticut, Georgia, Hawaii, Illinois, Kentucky, North Carolina, Nevada, New York, South Carolina, Texas, Utah, Washington and Wyoming: If the Administrator does not pay a claim within sixty (60) days of submitting the claim, the claim may be submitted to Virginia Surety Company, Inc. at the above address.

STATE VARIATIONS: The following state variations will control if inconsistent with any other provisions:

In Arizona: In Paragraph ten (10) "ITEMS NOT COVERED," Exclusion "P" does not apply in the state of Arizona. In California: Informal dispute resolution is not available. In Connecticut: The State of Connecticut has established an arbitration process to settle disputes arising from service contracts. A written complaint may be mailed to State of Connecticut; Insurance Department; P. O. Box 816, Hartford, CT 06142-0186; Attn: Consumer Affairs. The written complaint must contain a description of the dispute, the purchase price of the Covered Equipment, and a copy of this Contract. In the event the Covered Equipment is being serviced by an authorized service center when this Contract expires, the term of this Contract will be extended until the Covered Repair has been completed. In Georgia: In Paragraph ten (10) "ITEMS NOT COVERED," Exclusion "P" is changed to "any and all pre-existing conditions known by the Buyer that occurred prior to the effective date of this Contract." In Michigan: If performance under this Contract is interrupted because of a strike or work stoppage at the service provider's place of business, the effective period of the Contract shall be extended for the period of the strike or work stoppage. In Nevada: The following is added to Section 5 "TO OBTAIN SERVICE": To obtain service under this Contract, the Buyer may also call the Fry's store directly at (702) 932-1400 or call (866) 650-2918. In North Carolina: The Buyer understands that the purchase of this Contract is not required to purchase or to obtain financing for the Covered Equipment. In South Carolina: If the Buyer purchased this Contract in South Carolina, complaints or questions about this Contract may be directed to the South Carolina Department of Insurance; P.O. Box 100105; Columbia, South Carolina 29202-3105; telephone number 803-737-6180. In Texas: Unresolved complaints and questions concerning the regulation of service contracts may be addressed to the Texas Department of Licensing and Regulation at P.O. Box 12157; Austin, TX 78711. In Texas, the obligor of this contract is National Product Care Company, d.b.a. Texas National Product Care Company, Inc. In Utah: Coverage afforded under this Contract is not guaranteed by the Property and Casualty Guaranty Association. Proof of loss should be furnished by the Buyer to the Administrator as soon as reasonably possible. Failure to furnish such notice or proof within the time required by this Contract does not invalidate or reduce a claim. In Washington: the Buyer is not required to wait sixty (60) days before filing a claim directly with the insurer.

Administered By:

Fry's Electronics, Inc.
600 E. Brokaw Road
San Jose, CA 95112
408-487-4500

I agree to the above terms and conditions:

The Buyer's Signature: _____

Date: ____/____/____

IF TRANSFERRING CONTRACT, COMPLETE THE FOLLOWING (PLEASE PRINT): (See Paragraph #16)

I hereby transfer this contract to:

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Phone #: _____



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The Buyer's Signature: _____ Date: ____/____/____

Rev4-5-07/WEB/PSC/Policies

You have been charged an Electronic Waste Recycling fee pursuant to that Act of 2003.

FRY'S ELECTRONICS RETURN / EXCHANGE PRIVILEGES

1. For a refund or exchange, most products may be returned within 30 days of original purchase date. Some other products, such as notebook computers, memory, microprocessors, network-attached storage, CD and DVD recorders, camcorders, digital cameras, and air conditioners (IF UNUSED) may be returned within 15 days of original purchase date.
See store management for specific information.
2. Original receipt must accompany any product to be returned / exchanged.
3. Product must be in original box with original accessories, packaging, manuals, and registration card in undamaged, clean, and brand-new condition.
4. Products returned within policy with the UPC Code missing from the box may only be accepted back as an exchange for the exact same item.
5. Product that is returned incomplete, damaged, or has been used -- if accepted -- will require a deduction. This deduction is final. Subsequent return of missing items will not reverse the deduction.
6. Product returned with serial number missing or tampered with will NOT BE ACCEPTED BACK FOR RETURN.
7. If the product returned has any data or information stored on a memory or storage device, Fry's shall not be responsible for the transfer of such data or information to another product given to the customer as an exchange, or for the loss of any data or information or to maintain the confidentiality of any data or information still residing on the returned product.
8. Computer software, video games, audio CDs, and DVD videos are returnable only if unopened.
9. Defective computer software, video games, audio CDs, DVD Videos, and pre-recorded videos will be exchanged for the exact same item only.
10. Unless defective, a 15% restocking fee will be charged for all returned opened GPS/Navigation units.
11. If accepted for return, used air conditioners will require a deduction and only a gift certificate will be issued; no refunds. Defective air conditioners will be exchanged for the exact same item.
12. Product using accessories such as laser toner or ink cartridge toner, media, batteries, film, etc. must be returned with the accessory in factory-sealed condition or will require a deduction for a replacement.
13. Refunds will be issued as follows: (1) Check purchases by check (2) Credit card purchases by credit issued to the credit card used in the original purchase transaction (3) Debit card purchases by credit issued to the debit card used in the original purchase transaction (4) Cash purchases by cash, unless the refund is over \$500, which will then be refunded by a check mailed from Fry's Home Office.
14. Refund checks are mailed the 10th day from date merchandise is returned.
15. Service, delivery, and installation charges are non-refundable once performed.
16. Special order items and cut cable/wire are non-returnable.



Platinum Visa Business Card Company Statement

Credit Limit	\$14,250	Billing Date	07-26-07
Cash Limit	\$7,125	Days in Billing Cycle	30
Cash Advance Balance	\$0.00	Payment Due Date	08-20-07
Available Credit	\$12,595	Minimum Payment Due	\$16.55
New Balance		\$1,655.01	

CENTAUR GIRL PROD INC
11100 8 SEPULVEDA BLVD #512

Company Account Number:
4339 9300 1359 5469

Paid
#2440
8-8-07
\$1655.01

Page 1 of 2

COMPANY SUMMARY

CENTAUR GIRL PROD INC 4339 9300 1359 5469	Previous Balance	- Payments	- Credits +	Purchases/Other Debits/Fees	+ Cash Advances	+ Finance Charges	= New Balance
Company Total	\$763.75	\$733.75	\$30.00	\$1,655.01	\$0.00	\$0.00	\$1,655.01

CARDHOLDER NEW ACTIVITY SUMMARY

	Credits	Purchases and Other Debits	Cash Advances	Total Activity
KATHLEEN M GOLD 4339 9300 1359 5774				
Credit Limit \$14,250	\$30.00	\$1,655.01	\$0.00	\$1,625.01

Customer Service

800.673.1044, 24 hours

Outside the U.S.

509.353.6656, 24 hours

For Lost or Stolen Card:

800.673.1044, 24 hours

Send Billing Inquiries to:

BANK OF AMERICA
PO BOX 15184
WILMINGTON DE 19850-5184

Finance Charges	Total Annual Percentage Rate 0.00%			
	Average Daily Balance	Daily Periodic Rate	Annual Percentage Rate	Periodic Finance Charge
PURCHASES	\$0.00	0.04176%	15.24%	\$0.00
CASH	\$0.00	0.06641%	24.24%	\$0.00

Company Account Summary

Previous Balance	\$763.75
Payments	- \$733.75
Credits	- \$30.00
Purchases/Other Debits/Other Fees	+ \$1,655.01
Cash Advances	+ \$0.00
Overlimit Fees	+ \$0.00
Late Payment Fees	+ \$0.00
Finance Charge	+ \$0.00
New Balance	= \$1,655.01

Please see the reverse side for information about your account.

CUSTOMER STATEMENT OF DISPUTED ITEM (You must use a separate form for each dispute. Please print.)

If you believe a transaction on your statement is an error, complete and sign a copy of this form using blue or black ink, or write a detailed letter on a separate sheet of paper. Then return it to: **PO Box 53101, Phoenix, AZ 85072-3101** no later than 60 days after we sent you the first bill on which the transaction or error appeared. You do not have to pay any amount in question while we are investigating, but you are obligated to pay the parts of your bill that are not in question.

PLEASE DO NOT ALTER WORDING ON THIS FORM OR MAIL YOUR LETTER WITH YOUR PAYMENT. Provide copies of all documentation that will help us investigate your dispute (e.g. contracts, invoices, detailed letter, sales slips, return receipts, or second opinions).

Your Name: _____ Account Number: _____
Posting Date: _____ Transaction Date: _____ Reference Number: _____
Amount: _____ Disputed Amount: _____ Merchant Name: _____

Below tell us why you think the item noted above is in error. Check one box only.

- ☐ 1. I certify that I do not recognize the transaction. I have attempted to contact the merchant to verify this transaction.
- ☐ 2. I certify that the charge listed above was not made by me or a person authorized by me to use my card, nor were the goods or services represented by the transaction received by me or authorized by me.
- ☐ 3. Although I did engage in a transaction with this merchant, I was billed for _____ transaction(s) totaling \$ _____ that I did not engage in. I have my card in my possession. If available, enclose a copy of the sales slip for the valid charge.
- ☐ 4. I have not received the merchandise that was to be shipped to me on ____/____/____ (MM/DD/YY). I have asked the merchant to credit my account.
- ☐ 5. Merchandise shipped to me was not as described. Please explain in detail and if applicable provide proof of return.
- _____
- _____
- _____
- ☐ 6. Merchandise shipped to me arrived damaged and/or defective. I returned it on ____/____/____ (MM/DD/YY) and asked the merchant to credit my account. Please provide proof of return and describe how the merchandise was damaged and/or defective.
- _____
- _____
- _____
- ☐ 7. Although I did engage in the above transaction, I dispute the entire charge or a portion in the amount of \$ _____. I have contacted the merchant, returned the merchandise on ____/____/____ (MM/DD/YY) and requested a credit adjustment. I am disputing this charge because _____. Please supply proof of return or if unable to return merchandise please explain.
- _____
- ☐ 8. I notified the merchant on ____/____/____ (MM/DD/YY) to cancel the preauthorized order or reservation. Please note cancellation # and if available, enclose a copy of your telephone bill showing date and time of cancellation. Reason for cancellation: _____
- ☐ 9. Although I did engage in the above transaction, I have contacted the merchant for credit. The services to be provided on ____/____/____ (MM/DD/YY) were not received. Please describe the services to be received and explain the merchants failure to provide the services.
- _____
- ☐ 10. I was issued a credit slip that was not shown on my statement. A copy of my credit slip is enclosed. If the merchant has agreed to issue a credit, be advised the merchant has up to 30 days to supply this credit to your account.
- ☐ 11. The amount of the charge was increased from \$ _____ to \$ _____ or my sales slip was added incorrectly. Enclosed is a copy of the sales slip that shows the correct amount.
- ☐ 12. Other: Please explain
- _____

Merchants often provide telephone numbers with their names on your billing statement. If you do not recognize a transaction, attempt first to contact the merchant for transaction information.

Cardholder Signature (required): _____ Date: _____

Home Telephone: (____) _____ Business Telephone: (____) _____

PLEASE KEEP A COPY OF BOTH SIDE OF THIS STATEMENT FOR YOUR RECORDS

PAYMENTS

We credit a payment as of the date we receive it if the payment is: 1) received by 5:00 p.m. (Eastern Time) Monday through Friday (except legal holidays). 2) received at the payment address indicated on the front of this statement. 3) paid with a check drawn in U.S. dollars on a U.S. financial institution or a U.S. dollar money order, and 4) sent in the return envelope with only the bottom portion of your statement accompanying it. Payments received after 5:00 p.m. (Eastern Time) Friday, but that otherwise meet the above requirements, will be processed on the next business day, which is usually the following Monday. Saturdays, Sundays, and holidays are not business days. Credit for payments received in any other manner may be delayed up to five business days, during which time finance charges, if applicable will continue to accrue. We will reject any payments that are not drawn in U.S. dollars and those drawn on a financial institution located outside of the United States. Please do not send cash, credit cards, correspondence, staples or paper clips with your payment. Mail your payment at least 7 days in advance of the payment due date to ensure timely delivery.

SERVICE FOR THE HEARING IMPAIRED: 888.500.6267

CUSTOMER CORRESPONDENCE

If you prefer to send a written inquiry regarding your account, please send the request to: **BANK OF AMERICA, PO BOX 15184, WILMINGTON, DE, 19850-5184, US.** This address should not be utilized to dispute merchant transactions appearing on your billing statement. Please see the paragraph above for instructions regarding dispute procedures.

Platinum Visa Business Card Company Statement

Credit Limit	\$14,250	Billing Date	07-26-07
Cash Limit	\$7,125	Days in Billing Cycle	30
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Available Credit	\$12,595	Minimum Payment Due	\$16.55
New Balance			\$1,655.01

CENTAUR GIRL PROD INC
11100 8 SEPULVEDA BLVD #512

Company Account Number:
4339 9300 1359 5469

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COMPANY DETAIL

Posting Date	Sale Date	Category	Reference Number	Transactions	Amount
07-16	07-16		19774405350000551954895	PAYMENT RECEIVED -- THANK YOU	733.75CR

CARDHOLDER ACTIVITY

KATHLEEN M GOLD
Credit Limit \$14,250

4339 9300 1359 5774
TOTAL ACTIVITY \$1,625.01

Posting Date	Sale Date	Category	Reference Number	Transactions	Amount
06-27	06-25		24765017177010000351515	DAVID N VILLARREAL DDS 8187166722 CA	10.00
06-28	06-27		24301377178118000102057	HYDRO HEALTH 818-4483807 CA	70.00
06-29	06-27		24493987179200299300031	B DRILLINGS CHIROPRACTIC 8187107985 CA	46.00
06-29	06-27		24493987179000114316554	TRADER JOE'S #184 6265993700 CA	13.66
06-29	06-27		24717057179691791920031	SMART & FINAL CO. CHATSWORTH CA	44.71
07-02	06-29		24223697181701410213365	NUTRIESSENTIAL.COM 305-867-5355 FL	51.05
07-02	07-01		24765017183286463832629	DAZ PRODUCTIONS 800-495-1777 UT	7.95
07-03	07-01		24164077183282320104089	WORLD MKT 00001347 NORTHRIDGE CA	10.81
07-05	07-05		74002757186887186000281	PURCHASE ADJUSTMENT	30.00CR
07-09	07-06		24492797187118000100330	NORTHRIDGE TOYOTA-SV NORTHRIDGE CA	175.26
07-09	07-06		24388947189670339984277	LA SALSA NORTHRIDGE CA	8.05
07-11	07-09		24071057191987168408897	SIMPLY SMOG #1 NORTHRIDGE CA	65.00
07-11	07-10		24492157192769030125703	FRY'S ELECTRONICS #8 WOODLAND HILLCA	685.81
07-12	07-10		24254777192463084886534	IPOWER 888-511-4678 602-7165300 AZ	89.85
07-12	07-11		24301377192118000102307	HYDRO HEALTH 818-4483807 CA	70.00
07-13	07-11		24493987193000115719915	TRADER JOE'S #044 6265993700 CA	42.00
07-16	07-14		24071057196987178082984	UNDERWOOD FAMILY FARMS MOORPARK CA	8.53
07-16	07-14		24071057196987178131534	UNDERWOOD FAMILY FARMS MOORPARK CA	16.49
07-16	07-15		24210737196207112409352	BONDWARE INC RENDEROSITY 615-333-7775 TN	22.10
07-16	07-14		24223697196701410216205	NUTRIESSENTIAL.COM 305-867-5355 FL	51.05
07-19	07-17		24071057199987149267414	UNDERWOOD FAMILY FARMS MOORPARK CA	37.55
07-20	07-19		24445007201903618299150	WHOLEFDS PTR 10175 SWH NORTHRIDGE CA	25.14
07-23	07-21		24493987203207199600014	INTERGRATED HEALING ARTS 8183447184 CA	34.00
07-25	07-24		24301377205118000102542	HYDRO HEALTH 818-4483807 CA	70.00



Business Card
Services

Annual Cardholder Detail

12/31/2007

CENTAUR GIRL PROD INC

GOLD, KATHLEEN M

****_****_****-5774

Bank of America



PG: 1

Office Services & Merchandise

Office Supplies, Mail Order, Retail

Tran Date	Posting Date	Merchant	Merchant Category	Location	Transaction Amount
01/01	01/02	DAZ PRODUCTIONS	COMPUTER SOFTWARE STORES	800-495-1777 UT US	7.95
01/10	01/12	IPOWER	COMPUTERS, COMPUTER PERIPHERAL	602-7165300 AZ US	89.85
02/01	02/02	DAZ PRODUCTIONS	COMPUTER SOFTWARE STORES	800-495-1777 UT US	7.95
02/13	02/13	IPOWERWEB, INC.	COMP PROG,DATA PROCESSING,AND	310-314-1608 AZ US	75.00
02/17	02/19	IPOWERWEB, INC.	COMP PROG,DATA PROCESSING,AND	PHOENIX AZ US	75.00-
03/01	03/02	DAZ PRODUCTIONS	COMPUTER SOFTWARE STORES	800-495-1777 UT US	7.95
04/01	04/02	DAZ PRODUCTIONS	COMPUTER SOFTWARE STORES	800-495-1777 UT US	7.95
04/10	04/12	IPOWER 888-511-4678	COMPUTERS, COMPUTER PERIPHERAL	602-7165300 AZ US	89.85
05/02	05/02	DAZ PRODUCTIONS	COMPUTER SOFTWARE STORES	800-495-1777 UT US	7.95
05/17	05/18	GODADDY.COM	COMPUTER NETWORK/INFORMATION S	480-5058855 AZ US	17.86
05/17	05/18	GODADDY.COM	COMPUTER NETWORK/INFORMATION S	480-5058855 AZ US	17.86-
06/02	06/04	DAZ PRODUCTIONS	COMPUTER SOFTWARE STORES	800-495-1777 UT US	7.95
06/10	06/11	BONDWARE INC RENDEROSITY	CATALOG MERCHANTS	615-333-7775 TN US	5.00
06/13	06/14	REALTOR COM	DIRECT MARKETING/DIRECT MARKETER	800-8784166 CA US	212.00
06/22	06/25	REALTOR COM	DIRECT MARKETING/DIRECT MARKETER	800-8784166 CA US	235.00
07/01	07/02	DAZ PRODUCTIONS	COMPUTER SOFTWARE STORES	800-495-1777 UT US	7.95
07/10	07/11	FRY'S ELECTRONICS #8	ELECTRONICS STORES	WOODLAND HILL CA US	685.81 X
07/10	07/12	IPOWER 888-511-4678	COMPUTERS, COMPUTER PERIPHERAL	602-7165300 AZ US	89.85
07/15	07/16	BONDWARE INC RENDEROSITY	CATALOG MERCHANTS	615-333-7775 TN US	22.10
07/29	07/30	BONDWARE INC RENDEROSITY	CATALOG MERCHANTS	615-333-7775 TN US	0.49
08/01	08/02	3DCOMMUNE	COMPUTER SOFTWARE STORES	269-663-0158 MI US	47.97
08/02	08/02	DAZ PRODUCTIONS	COMPUTER SOFTWARE STORES	800-495-1777 UT US	7.95
08/13	08/14	3DCOMMUNE	COMPUTER SOFTWARE STORES	269-663-0158 MI US	7.50
08/16	08/16	DAZ PRODUCTIONS	COMPUTER SOFTWARE STORES	800-495-1777 UT US	4.92
08/18	08/20	CLASSMATES ONLINE00 OF 00	COMPUTER NETWORK/INFORMATION S	425-9175000 CA US	15.00
08/19	08/20	GODADDY.COM	COMPUTER NETWORK/INFORMATION S	480-5058855 AZ US	36.32
09/03	09/04	IKEA BURBANK	FURNITURE,HOME FURNISHINGS AND	BURBANK CA US	42.11
09/03	09/05	BARNES & NOBLE #264Q90	BOOK STORES	SANTA CLARITA CA US	18.35
09/06	09/06	DAZ PRODUCTIONS	COMPUTER SOFTWARE STORES	800-495-1777 UT US	7.95
09/11	09/12	ALWAYS KEEP IN TOUCH COM	MANAGEMENT,CONSULTING AND PUBL	702-7433461 NV US	19.99
09/21	09/24	GODADDY.COM	DIRECT MARKETING/DIRECT MARKETER	480-5058855 AZ US	4.99
09/22	09/24	GODADDY.COM	DIRECT MARKETING/DIRECT MARKETER	480-5058855 AZ US	4.99-
09/27	09/28	SCIENCEKITS.COM, INC	COMBINATION CATALOG AND RETAIL	301-2949729 MD US	27.90
10/02	10/02	DAZ PRODUCTIONS	COMPUTER SOFTWARE STORES	800-495-1777 UT US	7.95
10/02	10/04	PAYPAL *CHET DAY	PROFESSIONAL SERVICES NOT ELSE	402-935-7733 CA US	29.95
10/04	10/05	FRY'S ELECTRONICS #8	ELECTRONICS STORES	WOODLAND HILL CA US	51.94
10/04	10/05	GODADDY.COM	DIRECT MARKETING/DIRECT MARKETER	480-5058855 AZ US	36.32
10/10	10/12	IPOWER 888-511-4678	COMPUTERS, COMPUTER PERIPHERAL	602-7165300 AZ US	89.85
10/19	10/22	GURU.COM	BUSINESS SERVICES NOT ELSEWHERE	412-687-2228 PA US	74.95
10/31	11/01	DAZ PRODUCTIONS	COMPUTER SOFTWARE STORES	800-495-1777 UT US	11.69
11/01	11/02	Amazon.com	BOOK STORES	AMZN.COM/BILL WA US	23.01
11/01	11/02	DAZ PRODUCTIONS	COMPUTER SOFTWARE STORES	800-495-1777 UT US	7.95
12/01	12/03	DAZ PRODUCTIONS	COMPUTER SOFTWARE STORES	800-495-1777 UT US	7.95
12/19	12/20	DAZ PRODUCTIONS	COMPUTER SOFTWARE STORES	800-495-1777 UT US	11.49
TOTAL					2074.61